

## FAQ: NCH Anywhere

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### What is Nationwide Children's Hospital NCH Anywhere?

NCH Anywhere is a new product being deployed to all NCH-issued Windows laptops. This new product will automatically connect your hospital laptop to the NCH network whenever you connect to the internet. You will be able to easily access email, shared files, internal websites (Anchor, SharePoint, etc.) and applications (Epic, Lawson).

### Why is NCH Anywhere being used?

NCH Anywhere provides easier access to the NCH network and offers increased security when laptops are used remotely.

### Who can get NCH Anywhere?

All NCH employees who have a Windows laptop issued by Nationwide Children's Hospital will automatically be able to use NCH Anywhere without requesting it.

### How will my laptop receive NCH Anywhere?

NCH Anywhere will be automatically installed onto your NCH-issued Windows laptop. An email will be sent to users prior to receiving NCH Anywhere. Once NCH Anywhere is installed, you will no longer need to connect to the old remote access website.

### What do I do with my RSA token?

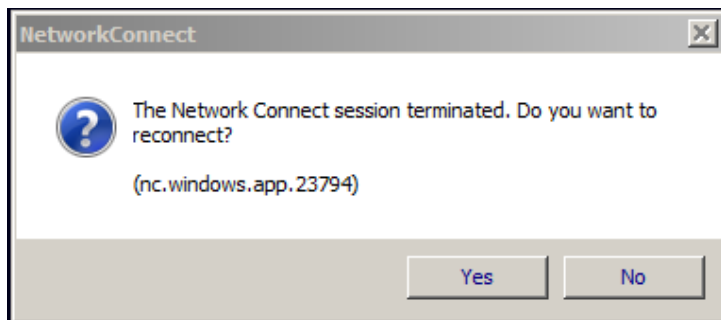
For now, you'll still need to keep your RSA token. Although, you won't need the RSA token to access the NCH network from your NCH laptop, you'll still need it to access the network from your personal laptop or desktop computer.

### What are the security changes with NCH Anywhere?

NCH Windows laptops will have the same security protections remotely as they do on the internal network. If you can access a system or website at work, then you'll have the same access remotely. If you cannot access a website you need for work, please contact the NCH Support Center or the RIT Service Desk.

## What happens if I have NCH Anywhere installed and try to connect to the old remote access website <https://remoteaccess.nationwidechildrens.org> from my NCH Windows laptop?

After you login to the old remote access website you will get the error message below that states “The Network Connect session terminated. Do you want to reconnect?” Please click “No.”



## Does NCH Anywhere increase my home internet data usage?

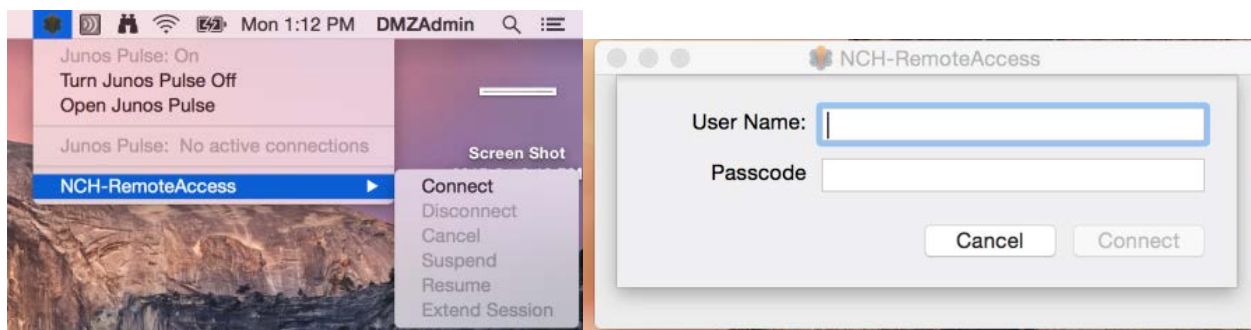
You may see an increase in data usage if updates or patches are installed on your NCH Windows laptop while you are connected remotely. If your NCH Windows laptop is disconnected from the internet or powered off, no internet data is used.

## What happens if I am using free/public Wi-Fi?

If you are at a location that requires you to acknowledge terms of use or log in before allowing you to access the internet, you must do this first before accessing the NCH network through NCH Anywhere. After accepting the terms of use or logging in, NCH Anywhere should automatically connect to the NCH network.

## What happens if I am using an NCH-issued Mac laptop?

Currently nothing is changing for NCH-issued Mac laptops that connect remotely to the NCH network. NCH-issued Mac laptops will still access the network by opening Junos Pulse and selecting “NCH-RemoteAccess,” then clicking “Connect.” Users will then be prompted to enter their user name and passcode (Pin + six digit RSA token code). Eventually, NCH-issued Mac laptops may be added to the NCH Anywhere program as the technology becomes available.



## What happens if I am using a personal Windows or Mac computer?

You can access the NCH network remotely, from a personal Windows or Mac computer using eChart Connect – Remote. To use eChart Connect – Remote, log on to <https://echart.nationwidechildrens.org> with your RSA token. After logging in, you will have access to an NCH desktop, which allows you to:

- Get to internal sites such as Anchor and SharePoint
- Access internal sites like Lawson and Epic
- Open personal and shared folders
- Access your NCH email and calendar

For instructions logging in, please visit the NCH Employee page and click “Support Center Resources.”

For other questions, contact the NCH Support Center at (614) 355-3750 or the RIT Service Desk at (614) 355-5600.